

Subject: RE: EMERGENCY-#3400 MAJOR FLOODING

From: Katie Kiefer <katie@southpark.la>

Date: 05/10/2016 02:37 PM

To: Jessica Lall <jessica@southpark.la>, "liz@pspinvest.com"

<liz@pspinvest.com>, Mia Shin <mia@pspinvest.com>,

"george.peykar@gmail.com" <george.peykar@gmail.com>

CC: Laronnia Jupiter <laronnia@southpark.la>, Robin Bieker

<robin@biekerco.com>, "bbuente@1010dev.org" <bbuente@1010dev.org>,

"SJordan@aegworldwide.com" <SJordan@aegworldwide.com>,

"daniel@jadeent.com" <daniel@jadeent.com>

Liz – per our conversation and at Harbro's request, we will keep the office closed throughout the rest of today and all of tomorrow to accommodate Harbro. Please confirm they will be starting at 8A with a specific team tasked with our suite to start looking into the water damage issues they noted 1) under the hardwood floors in the kitchen, 2) in the drywall between the kitchen and hallway, between hallway drywall and each of the 3 offices, and the interior office drywall between each of the 3 offices. Unsure how you will be directing Harbro onsite tomorrow, but they can gain access to our suite thru your kitchen door into our conference room or you can request Victor, SPBID Clean

Please confirm that once Harbro has completed their inspection tomorrow that I will be contacted via my cell to let us know how the damage to the hardwood, drywall, wood and black rubber base, and carpet will be handled. We are looking into temporary office locations to accommodate your needed work. Please be sure to keep open communication on the day-to-day timeframe of work status as that will determine our office working satellite or on-site.

I have unfortunately heard several troubling things since the flooding occurred that need your immediate attention,

1. I was made aware that the janitorial company called Jake, with PSP, around 2:30A this morning to alert him that water intrusion was found on the 2nd floor and that they were unable to find the source of the leak. It is very disturbing that after the Landlord was notified of water intrusion that this problem continued for roughly another five hours when immediate response and action was necessary. This has the potential to be considered gross negligence on behalf of the Landlord.

2. To make matters worse, our suite's trashcans were emptied this morning. Meaning the janitorial crew was onsite in our suite at some point late last night or early this morning. Please confirm the time as to when the crew was onsite at SPBID. With the crew having keys to access the suite, there was no reason when the water intrusion was discovered that our suite could not have been investigated for potential water leaking points. More importantly, depending on what time they were here, how was some type of flooding not noticed?

3. I received word that the instahot that was installed yesterday (pic attached) was found in the building's recycling center. If this is the case, there is serious negligence from the Landlord as a trashed product was recirculated into our suite for functional use. Clearly this product was thrown out due to its defects and should have never been brought into our suite for use.

Please advise on how you will address the above-mentioned concerns. It looks like this entire situation could have been avoided if a new instahot had been installed, which should have been the case from the first place, rather than reusing a defective product. More so, if immediate action had been taken when the problem was initially brought to PSP's attention, the amount of water damage that has been experienced could have potentially been avoided.

I will be onsite for roughly another hour and then will be working remotely from home the rest of today.

Katie Kiefer

South Park BID

Please note change of address:

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: Jessica Lall

Sent: Tuesday, May 10, 2016 1:29 PM

To: liz@pspinvest.com; Katie Kiefer katie@southpark.la; Mia Shin mia@pspinvest.com; george.peykar@gmail.com

Cc: Laronnia Jupiter laronnia@southpark.la; Robin Bieker robin@biekerco.com; bbuente@1010dev.org; SJordan@aegworldwide.com; daniel@jadeent.com

Subject: Re: EMERGENCY-#3400 MAJOR FLOODING

Thanks, Liz.

We understand that the 2nd floor is in worse condition, however, our entire team can't use the office. Any update on when you expect them to be in our office would be much appreciated. Maybe having a second crew cleaning up would also be worth considering. This is creating a very difficult situation for the team – especially as we have many public mtgs in our office space.

Please advise as soon as you can.

Thanks,

Jessica Lall

South Park BID

Please note change of address:

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1112

c. 213 820 0837

24/7: 866 560 9346

From: "liz@pspinvest.com <mailto:liz@pspinvest.com>" <liz@pspinvest.com
<mailto:liz@pspinvest.com>> >
Reply-To: "liz@pspinvest.com <mailto:liz@pspinvest.com>" <liz@pspinvest.com
<mailto:liz@pspinvest.com>> >
Date: Tuesday, May 10, 2016 at 1:21 PM
To: Katie Kiefer <katie@southpark.la <mailto:katie@southpark.la>> >, Mia Shin
<mia@pspinvest.com <mailto:mia@pspinvest.com>> >, George Peykar <george.peykar@gmail.com
<mailto:george.peykar@gmail.com>> >
Cc: Jessica Lall <jessica@southpark.la <mailto:jessica@southpark.la>> >, Laronnia Jupiter
<laronnia@southpark.la <mailto:laronnia@southpark.la>> >, Robin Bieker <robin@biekerco.com
<mailto:robin@biekerco.com>> >, Bob Buente <bbuente@1010dev.org
<mailto:bbuente@1010dev.org>> >, Shelby Jordan <SJordan@aegworldwide.com
<mailto:SJordan@aegworldwide.com>> >, Daniel Taban <daniel@jadeent.com
<mailto:daniel@jadeent.com>> >
Subject: Re: EMERGENCY-#3400 MAJOR FLOODING

Hi Katie,

Thank you for your patience and understanding, the unit below is being worked on at this moment; considering that is the worst water intrusion area. The cleaning company will be in your unit as soon as they are done with the units below. We received your previous email and will get back to you on your request.

Best,

RE: EMERGENCY-#3400 MAJOR FLOODING

Lizeth Espin

PSP Investment Group

1100 S. Flower St, Suite 3200

Los Angeles, CA 90015

(213) 749-6636

From: Katie Kiefer <katie@southpark.la <<mailto:katie@southpark.la>> >
To: Mia Shin <mia@pspinvest.com <<mailto:mia@pspinvest.com>> >; "<liz@pspinvest.com <<mailto:liz@pspinvest.com>> >" <liz@pspinvest.com <<mailto:liz@pspinvest.com>> >;
"george.peykar@gmail.com <<mailto:george.peykar@gmail.com>> " <george.peykar@gmail.com <<mailto:george.peykar@gmail.com>> >
Cc: Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >; Laronnia Jupiter <laronnia@southpark.la <<mailto:laronnia@southpark.la>> >; Robin Bieker <robin@biekerco.com <<mailto:robin@biekerco.com>> >; "bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> " <bbuente@1010dev.org <<mailto:bbuente@1010dev.org>> >; "SJordan@aegworldwide.com <<mailto:SJordan@aegworldwide.com>> " <SJordan@aegworldwide.com <<mailto:SJordan@aegworldwide.com>> >; "daniel@jadeent.com <<mailto:daniel@jadeent.com>> " <daniel@jadeent.com <<mailto:daniel@jadeent.com>> >
Sent: Tuesday, May 10, 2016 12:38 PM
Subject: RE: EMERGENCY-#3400 MAJOR FLOODING

We understand the second floor has taken priority due to the water intrusion being the worst there. Please advise to when a commercial vendor will be onsite to at least inspect our suite and help us understand how the cleanup will be handled as it is already 12:30P.

THX.

Katie Kiefer

South Park BID

Please note change of address:

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: Katie Kiefer
Sent: Tuesday, May 10, 2016 11:25 AM
To: Mia Shin <mia@pspinvest.com <<mailto:mia@pspinvest.com>> >; <liz@pspinvest.com

liz@pspinvest.com > <liz@pspinvest.com liz@pspinvest.com> >;
george.heykar@gmail.com <george.heykar@gmail.com>
Cc: Jessica Lall <jessica@southpark.la jessica@southpark.la> >; Laronnna Jupiter
<laronnna@southpark.la laronnna@southpark.la> >; Robin Bieker <robin@biekerco.com
<robin@biekerco.com> >; bbuente@1010dev.org <bbuente@1010dev.org> ;
SJordan@aegworldwide.com <SJordan@aegworldwide.com> ; daniel@jadeent.com
<daniel@jadeent.com>
Subject: Re: EMERGENCY-#3400 MAJOR FLOODING
Importance: High

Thank you for the quick response on getting to the suite with regards to the flooding that occurred from the instahot installation yesterday, May 9. The crew has completed dryvacing the standing water up found in the hallways and in each of the 3 offices (details provided below). What are they next steps on getting a commercial vendor onsite to handle to clean up, drying of water, etc?

The water damage found is as follows; pictures attached:

- * Standing water found under the kitchen sink cabinetry where instahot was installed. When I came into the office this morning at roughly 7:50A, the instahot was spewing water out of a side seam of the unit.
- * The hardwood flooring along the east side of kitchen is starting to warp due to water intrusion beneath the flooring.
- * Flooding went thru the kitchen/conference room drywall and into the suite hallway
- * Flooding went thru the east hallway drywall into 3 offices.
- * Flooding went thru Jessica's office drywall into Josh's office, and again thru Josh's office into Katie's office.
- * There was roughly 1/4" standing water found this morning in Jessica's office, the front half of Josh's office and the northwest corner of Katie's office.
- * Water damage is unknown at this point for the furniture/office equipment located in Jessica, Josh and Katie's offices. We will provide better details on what pieces are warped due to the overnight flooding. If damage is present we will need to discuss replacement of any office equipment/furniture impacted.

Regarding the clean up:

1. While the crew dryvaccumed the immediate water present in the hallway and 3 offices, all of the furniture impacted by the water should be moved in order for 1) the pieces to dry thoroughly as well as 2) to allow all carpet to thoroughly dry. Please advise where the larger furniture will be relocated to.
2. Please advise as to how the kitchen hardware, hardwood floors, wood and black rubber base, and carpet will be checked for damage. We are concerned that due to this flooding occurring throughout the night that when the suite is dried, water damage will be visible in the drywall/base. It has already been mentioned above that the hardwood flooring is starting to show signs of being warped.
3. If the overnight water damage is too severe to simply dry out, we will request new product be installed. This would include drywall, hardwood floors, cabinetry, carpet, wood and black rubber base.
4. We are requesting all major appliances (dishwasher, fridge and electrical be checked for any water damage due to the flooding.

The water was manually turned off at the kitchen plumbing this morning when I arrived onsite. Until you can confirm as to what caused the flooding, we will refrain from using the kitchen sink or dishwasher until we receive your approval to start use again. We do not want the flooding to re-occur.

As for the instahot that was installed yesterday and found spewing water this morning, we will want that completely removed and will want a new one installed. With regards to the type of new product to be installed, please confirm that it is the correct grade to handle the plumbing connection to both the sink and the dishwasher. During the install yesterday, it was connected to both of these.

It is important to mention that after the installation yesterday, Jose made mention that the dishwasher plumbing line has a crack in it. He recommended replacing the dishwasher entirely as it is a very old model.

We understand the top priority currently is to handle getting the standing water cleaned up. All SPBID employees are working satellite today due to the flooding. I will need to give updates on turnaround for the full cleanup, repair of any materials (drywall, carpet, hardwood floors, wood and black rubber base as well as furniture) in order for our office to continue running. Please be sure to keep open communication in order for us to reschedule meetings that were to take place in the office. We are happy to accommodate all work needed in the suite in order to get the suite up and running ASAP as we do not want to lose much time from being in the office.

Thank you and I will stay onsite as long as necessary to discuss the above details. THX.

Katie Kiefer

South Park BID

Please note change of address:

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

From: SPBID <katie@southpark.la <<mailto:katie@southpark.la>> >
Date: Tuesday, May 10, 2016 at 7:46 AM
To: Mia Shin <mia@pspinvest.com <<mailto:mia@pspinvest.com>> >, "<liz@pspinvest.com <<mailto:liz@pspinvest.com>> >" <liz@pspinvest.com <<mailto:liz@pspinvest.com>> >
Cc: Jessica Lall <jessica@southpark.la <<mailto:jessica@southpark.la>> >, Josh Kreger <josh@southpark.la <<mailto:josh@southpark.la>> >, Laura Hill <laura@southpark.la <<mailto:laura@southpark.la>> >, Laronnica Jupiter <laronnica@southpark.la

RE: EMERGENCY-#3400 MAJOR FLOODING

<mailto:laronnia@southpark.la> >

Subject: EMERGENCY-#3400 MAJOR WATER LEAK

PLEASE COME TO THE SWEET ASAP.

Katie Kiefer

South Park BID

Please note change of address:

1100 S. Flower St., Suite #3400, Los Angeles, CA 90015

o. 213 663 1120

24/7: 866 560 9346

—IMG_3414.jpg—



—Attachments:—

IMG_3414.jpg

73.0 KB